



## Alabama Interactive eGovernment Council Alabama Interactive Service Management Report

### July 2002 Contents

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## **IN SUMMARY**

### **MARKETING/OPERATIONS**

We are negotiating a partnership with the Department of Public Safety to provide electronic access to certain Motor Vehicle Records (MVRs). Alabama Interactive will form and establish a framework for access to the electronic records, by the public.

Hats off to the Alabama Real Estate Commission for achieving an astounding first month adoption rate of 10% for its Online License Renewal application. Great job!

Just a reminder, but Alabama Interactive will be launching three new applications for the Board of Nursing in the next 30 days. The Online License Renewal System has been completed and tested for quite sometime and will be put in production on September 1, 2002. We have also added two other services, Online License Reinstatements and Online License Reactivation, set to go live in August.

Also, available in August will be the Secretary of State's ability to accept credit cards for Uniform Commercial Codes over the counter. Alabama Interactive has partnered with the SOS to integrate our Payment Engine to allow for this service. We look forward to moving into the Corporations segment of SOS next.

### **DEVELOPMENT**

We are working closely with the Secretary of State to provide an online UCC filing application that will give SOS the ability to receive UCC filing data in an electronic format. Thus saving SOS resources when processing the paper forms. This application is still undergoing development and User Testing in an effort to make sure it meets and exceeds the Secretary of State's expectations.

We are also working directly with the Alabama Board of Nursing to provide three applications for them. The first one is a license renewal Application that will give Alabama nurses the ability to renew their licenses via the web. The other two applications, Reinstatement and Reactivation, allow nurses who need to either have their licenses reinstated or reactivated the ability to do this online. These applications are undergoing final User Testing and we plan to have them in production by September 1.

The Department of Revenue has a large need that we are working to fulfill. We are currently working to provide an online tax application, which will give their

customers the ability to file several tax forms online. The Department of Revenue is hoping this application will cut down on the extreme amount of paperwork they must process each month.

The development team is also working on a pilot application for the Real Estate Commission, which will allow users to view and print license certifications via the web. We are still working with the Real Estate Commission to document all the details of this application.

## PROJECT REPORT

### COMPLETED!

Application	Agency	Application Description	Status
Online renewal of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to renew their license online. They can also change their address and personal information.	This application is complete with a release date of September 1.
Online UCC (Uniform Commercial Code) Filings	Alabama Secretary of State	This application allows business entities to file their UCC filings with the Secretary of State through the Internet. The application will accept credit card payment of the filing fee and automatically calculate the appropriate charge.	This application is complete and currently in testing. Production date is scheduled for September 1.
Online Renewal of Real Estate Licenses	Alabama Real Estate Commission	This application allows for the renewal of licenses online by real estate agents, realtors and brokers.	This application is complete and in production.
Payment Portal Merchant Service Agreement	Secretary of State	This will allow SOS to use our Merchant Service Agreement and Payment Portal to accept and transfer funds.	This application is complete and in production.

## IN DEVELOPMENT . . .

Application	Agency	Description	Status	Target Date
Online Tax Filing	Department of Revenue	This application will allow citizens and businesses to file and pay taxes online.	Finishing development of last two tax forms and getting ready for testing.	Sept 1
Online Address Change	Alabama Real Estate Commission	This application allows for the changing or updating of addresses and personal information.	This application is still in development.	TBD
Online Reactivation of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to reactivate their license online.	This application is in the final stages of testing.	Aug 28
Online Reinstatement of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to reinstate their license online.	This application is in the final stages of testing.	Aug 28
Online Broker/Agent Certification	Alabama Real Estate Commission	This application allows for the certification and verification of licensed agents/brokers in the state.	This application is in the spec gathering stage.	TBD

## IN PLANNING AND CONSIDERATION . . .

Application	Agency	Description	Status	Target Date
Hunting and Fishing Licenses/POS	Alabama Department of Conservation and Natural Resources	This application allows users to select from available permits and purchase them on-line. This application allows the purchase of multiple permits with a single transaction and generates a temporary permit immediately.	This project is currently still in the proposal stage. The agency is looking for a total turnkey solution.	TBD
Online Payment of Court Cost	Administrative Office of Courts	This application will allow Courts to accept traffic ticket payments online by county	This project is still in the preliminary stage. Waiting to schedule second meeting.	TBD
Online renewal of Builders Licenses	Alabama Home Builders Licensure Board	This application allows for the renewal of licenses online. Allows for the editing of address and personal information.	This project is currently tabled. The agency said they would make contact when ready to proceed.	TBD
Online Renewal of License	Alabama Association of Bankers	This application allows for the renewal of licenses online.	Awaiting follow up.	TBD
Online Payment of Parole and Restitution Cost	Alabama Board of Pardons and Parole	This application will allow parolees to pay restitution fines online	This project is still in the preliminary stage.	TBD
Electronic Access to Motor Vehicle Records	Alabama Department of Public Safety	This application provides electronic access to certain motor vehicle records	This application is in the spec gathering stage	Nov 8

**Note:** The agencies represented in “Planning and Consideration” are agencies that have committed wanting service provided by Alabama Interactive. Other agencies we have met with, but need internal follow up before continuing include: ***Department of Education, Personnel Department, Alabama Real Estate Appraisers Board, Alcohol and Beverage Control Board, Board of Professional Engineers and Land Surveyors and State Banking Department.***

## **SERVICE REQUEST**

### **Service Request #11**

Alabama Board of Pardons and Parole Online Restitution Payments  
Alabama Interactive requests and recommends this service for Alabama Department of Pardons and Paroles is added to the network as a **charge** service. Development for the Alabama Interactive Online payment application is at no cost to the Alabama Department of Pardons and Paroles.

### **Service Request #12**

Alabama Administrative Office of Courts Online Court Cost Payments  
Alabama Interactive requests and recommends this service for Alabama Administrative Office of Courts is added to the network as a **charge** service. Development for the Alabama Interactive Online court cost payment application is at no cost to the Alabama Administrative Office of Courts.

### **Service Request #13**

Alabama Real Estate Commission Online Agent/Broker Certification  
Alabama Interactive requests and recommends this service for Alabama Real Estate Commission is added to the network as a **charge** service. Development for the Alabama Interactive Online Agent/Broker certification application is at no cost to the Alabama Administrative Office of Courts.

## **OTHER BUSINESS / IN CLOSING**

With a first month adoption rate of 10% by the Alabama Real Estate Commission it is now apparent to me that Alabamians are eager to use eGovernment services in their State. We have a minimum of four applications going live in August and are getting more requests in all the time. It is a very exciting time and services will only continue to grow exponentially from here. Thanks as always for the continued work and support to make Alabama a state leader in eGovernment.

As always, please feel free to call on me with any questions or comments.

I can be reached at 601-594-9490, or email at [wmcinnis@nicusa.com](mailto:wmcinnis@nicusa.com)

Respectfully Submitted,

Winn McInnis